

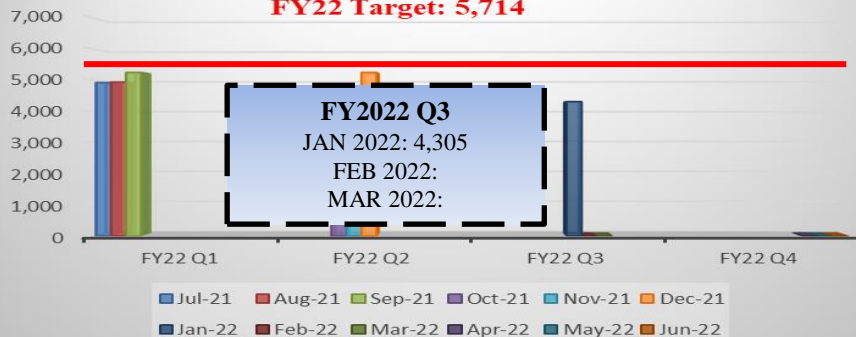
# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

THE MVRTA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY22:

- (1) RIDERSHIP, (2) ON-TIME PERFORMANCE, (3) PASSENGERS PER REVENUE HOUR, (4) VALID COMPLAINTS, (5) PREVENTABLE ACCIDENTS PER 100,000 MILES, (6) MILES BETWEEN ROAD CALLS, (7) MAINTENANCE COST PER REVENUE MILE AND (8) PER REVENUE HOUR, (9) REVENUE RECOVERY RATIO, AND (10) OPERATING EXPENSE PER REVENUE HOUR.

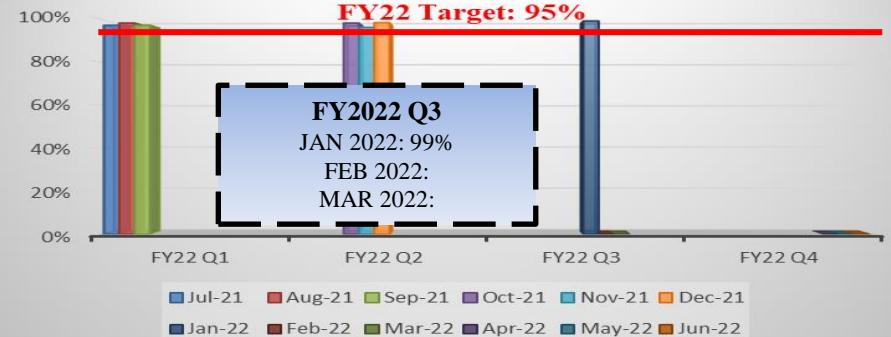
## Ridership

**FY22 Target: 5,714**



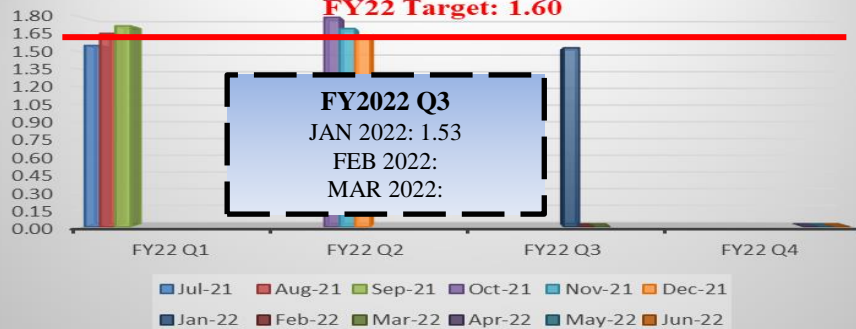
## On-Time Performance

**FY22 Target: 95%**



## Passengers per Revenue Hour

**FY22 Target: 1.60**



## Valid Complaints

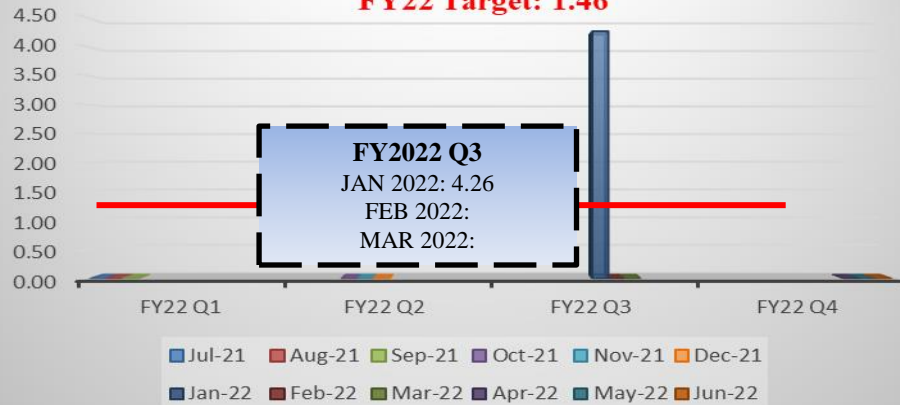
**FY22 Target: 1.25**



# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

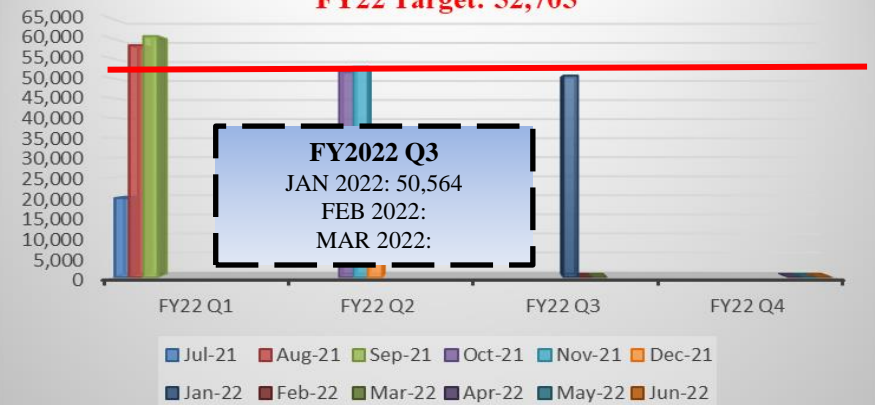
## Preventable Accidents/ 100,000 Miles

**FY22 Target: 1.46**



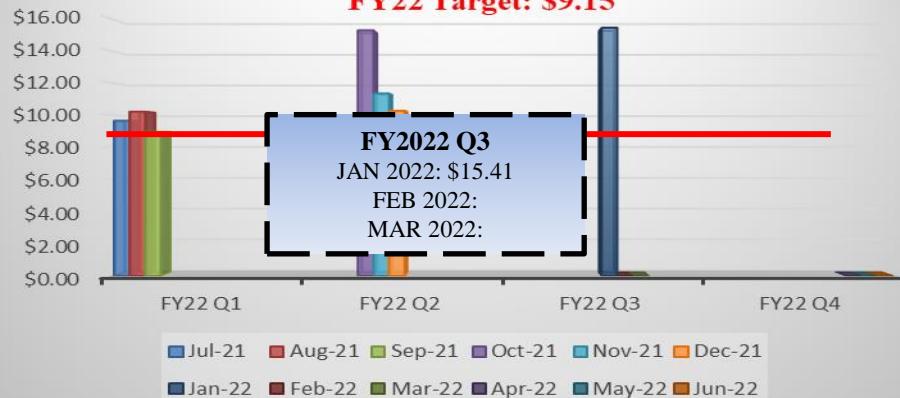
## Miles between Road Calls

**FY22 Target: 52,705**



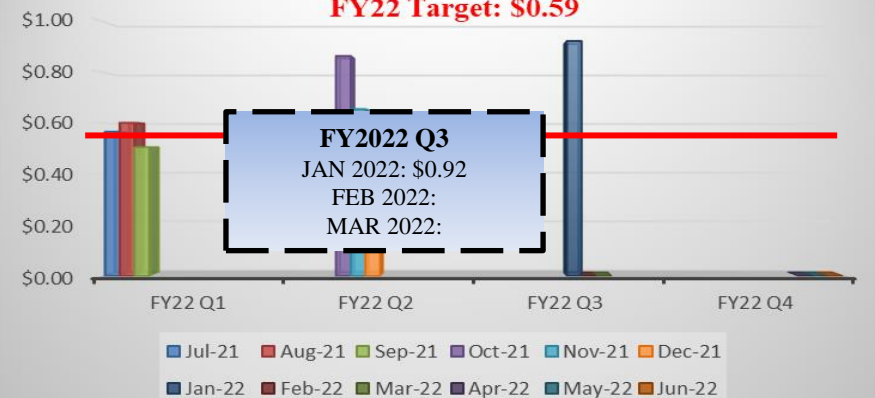
## Maintenance Cost/ Revenue Hour

**FY22 Target: \$9.15**

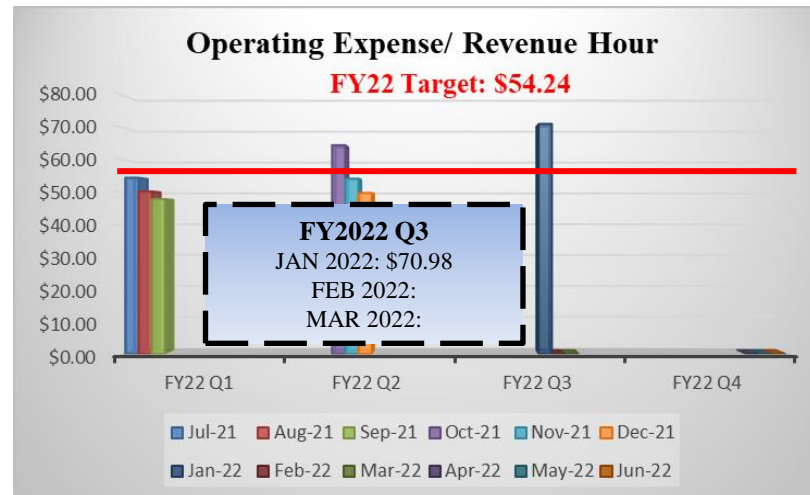
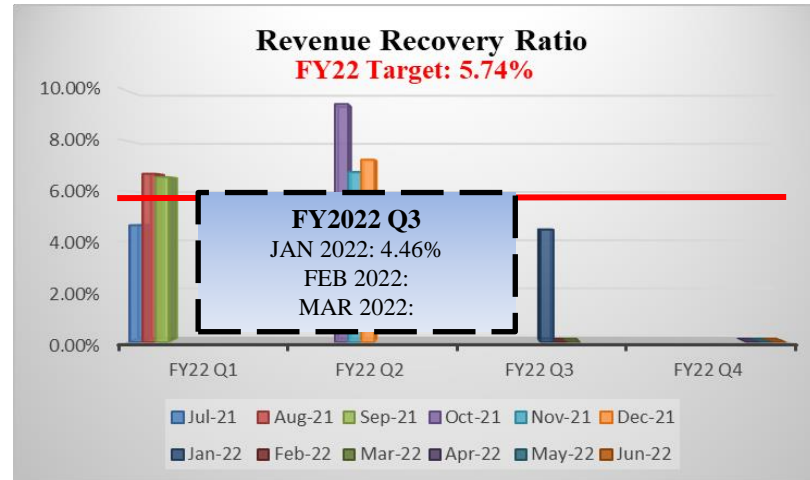


## Maintenance Cost/ Revenue Mile

**FY22 Target: \$0.59**



# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT





## MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

### Paratransit Performance Measure Summary:

During **January FY2022**, the following performance measures met or exceeded the target:

1. On-time performance at **99%**
2. Total Valid Complaints at **0.00**

The following performance measures did not satisfy their targets. Those measures are:

3. Operating expense per revenue hour at **\$70.98**
4. Revenue Recovery ratio at **4.46%**
5. Passenger trips per revenue hour of **1.53**
6. Preventable Accidents per 100,000 miles at **4.26**
7. Miles between road calls at **50,564**
8. Ridership at **4,305**
9. Maintenance cost per revenue hours at **\$15.41**
10. Maintenance cost per revenue miles at **\$0.92**

*Paratransit service Performance Measures have not recovered to pre-COVID-19 statistics.*